



Code: 7403

Family: Legal and Regulatory

Service: Operation and Construction

Group: River, Harbor, and Transportation

Series: Parking Attendance

CLASS TITLE: SUPERVISING TRAFFIC ENFORCEMENT TECHNICIAN

CHARACTERISTICS OF THE CLASS

Under general supervision, participates in the City's Automated Speed Enforcement program, functioning as a first level supervisor, supervising technicians responsible for verifying speed enforcement incidents and; and performs related duties as required

ESSENTIAL DUTIES

- Monitors a staff of Traffic Enforcement Technicians engaged in the review of photographic evidence of potential speed violations captured by automated speed enforcement camera equipment to validate Municipal Code violations
- Validates the accuracy of photographic evidence and event data associated with potential speed violations captured by automated speed enforcement cameras
- Authorizes the acceptance or rejection of incidents as speed violations based on sufficient evidence
- Resolves problems and disputes concerning the accuracy of potential speed violations and the identification of registered vehicle owners
- Meets with supervisory staff to review staffing, work priorities, communicate procedural changes and discuss business operations
- Establishes and implements work policies and procedures to ensure optimum productivity
- Prepares and reviews productivity reports and evaluates performance of subordinate staff
- Responds to atypical or sensitive complaints and inquiries
- Maintains records of daily activity logs, including equipment malfunctions and repairs, contacts, and statistics on work performed
- May retrieve requested photo images, when required
- Prepares work activity reports

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years of Customer Service experience plus at least two years' work experience in the use of personal computer equipment and standard software applications

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- Fast paced office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *clerical methods, practices, and procedures
- *applicable computer software packages and applications (e.g., Microsoft Word, Excel, Outlook email)
- *English language spelling, punctuation, and grammar
- *alphabetical or numerical classification of information

Some knowledge of:

- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- LOGICAL THINKING – Assess a set of facts or situation in order to make deductions that lead to a certain conclusion either rationally or based on a set of criteria

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- STAMINA - Demonstrate energy and stamina to accomplish work tasks
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude

CLASS TITLE: SUPERVISING TRAFFIC ENFORCEMENT TECNICIAN

- **STRESS TOLERANCE** - Accept criticism and deal calmly and effectively with high stress situations
 - **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

February, 2013